

Communication Safety Tool #1: I Have a Safety Concern

“I Have a Safety Concern” is a phrase used to raise or escalate a safety concern. It requests that the listener pause and create a safe space to reflect on the concern together.

Tips for using this tool:

- Use anytime you have a safety concern
- Be receptive and listen to the concern fully before responding
- Focus on the process or issue – not the person
- Encourage questions to explore opportunities to improve safety at WCH
- Be vigilant in looking for potential safety issues

Communication safety tools improve patient safety



**STRONGER
TOGETHER.**

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ACCREDITATION 2022

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